

## Department of Early Learning

### 10.6.1

#### Child Care Provider Communications Procedure

##### Communication approval process

1. The **originator** will send draft documents to the appropriate Supervisor for approval. Draft documents will be labeled as follows:
  - a. In the bottom left hand corner of the footer:
    - i. Name of staff submitting document
    - ii. Office
    - iii. Date submitted to the Supervisor
    - iv. Water marked with "Draft"
2. The **Supervisor** will review communication documents and forward to the Communications Team.
3. The **Communications Team** will review communication documents and return to the Supervisor.
  - a. Communications Team has been identified as:
    - i. Quality Improvement Specialists (three from the field office, and one from the State office)
    - ii. Communications Consultant (state office)
4. The **Supervisor** will review communication documents and when final will forward to the Assistant Director of the Quality Division.
5. The **Assistant Director of the Quality Division** will:
  - a. Review communication documents and may request review from:
    - i. Assistant Attorney General
    - ii. Communications Manager
    - iii. Other entities deemed appropriate
  - b. The Assistant Director of the Quality Division will either:
    - i. Approve, and route to the Director's Office for final approval or:
    - ii. Route back to the originator with questions and/or requests for revisions.

##### Communication Plan

6. The **Assistant Director of the Quality Division** will:
  - a. Distribute the communication via e-mail to the Service Area Managers and supervisors.
7. The **Quality Division support staff** will ensure timely distribution, when appropriate, to:
  - a. The DEL Web site:
    - i. Internet
    - ii. Intranet

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- b. Original communication document routed to point of contact for SEIU.
- c. Electronic copy routed to the point of contact for Child Care Resource and Referrals.
- d. Communication via postal service:
  - i. Document and a distribution list will be routed to the print shop for mailing.
  - ii. Letters must be on official DEL letterhead with the state seal. Flyers or other materials should include the DEL logo as specified by the Assistant Director of the Quality Division.

### **General**

- 1. At each stage of the review process, reviewers must ensure:
  - a. Grammar is correct
  - b. Spelling is correct
  - c. Message conveyed accurately depicts DEL policy, procedure and original intent.